



## PORTFOLIO AREA: POLICY PERFORMANCE FINANCE RESOURCES

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Date of Meeting: 4th AUG 2003

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Public

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Key Decision: Yes

Recorded in Forward Plan: Yes

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Inside/Outside Policy Framework

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**Title: GENERAL FUND PROVISIONAL OUTTURN 2002/03 - 4  
AUGUST 2003 - CARRY FORWARD REQUESTS**

**Report of: Head of Customer & Information Services**

**Report reference: CIS030402**

### **Summary:**

This report details the request from Customer & Information Services for carrying forward underspends from 2002/2003 and the reasons for these.

### **Recommendations:**

#### **That:-**

- 1) A Category B request for £25,000 for project officer funding for the development of the Customer Contact Centre be approved**
- 2) A Category C request for £9,000 for a Computer Room Uninterrupted Power Supply be approved**

**Contact Officer: John Nutley**

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**Note: in compliance with section 100d of the Local Government (Access to Information) Act 1985 the report has been prepared in part from the following papers: None**

## **1. BACKGROUND INFORMATION AND OPTIONS**

### **Category B & C CARRY FORWARD REQUESTS**

#### **1.1 To fund a temporary project officer post.**

This request identifies an underspend in the CIS salary budget for last year which has arisen due to long term sickness by a member of staff. The request is to carry forward the expenditure to fund a project manager to continue working on the development of a Customer Contact Centre (CCC) for the Authority. A member of staff is currently employed as a temporary project officer and has been central in setting up the Foyer Service. The project officer post is now needed to continue this work in developing the CCC. It will be remembered that the CCC is a "must do" objective of the Council.

#### **1.2 Computer room uninterrupted power supply enhancement.**

This underspend budget for expenditure requests relates to Computer Room Management. The profile of expenditure on this profile is, by its nature, somewhat "lumpy". It is used for major enhancements that are required in the computer room. By their nature these tend to be irregular items of expenditure. It would probably be more prudent and give us greater flexibility if this were a Repair & Renewal contribution.

The Uninterrupted Power Supply supplies power to most of the equipment in the computer room and ensures they continue to function in the event of a power cut. With a growth in the number of servers being used by the Authority the current unit is close to reaching capacity and needs to be upgraded. The carry forward will fund the replacement unit and contribute to the continuity of the IT service. The only alternative route of funding would be through the new bid process.

## **2. CONSULTATION**

#### **2.1 Consultation to Date.**

#### **2.2 Consultation proposed.**

## **3. RECOMMENDATIONS**

**That:-**

- 1) A Category B request for £25,000 for project officer funding for the development of the Customer Contact Centre be approved**
- 2) A Category C request for £9,000 for a Computer Room Uninterrupted Power Supply be approved**

## **4. REASONS FOR RECOMMENDATIONS**

Approval of these recommendations will enable currently uncommitted funds to be available for enhancing and improving the current Customer & Information service of the Authority.

## 5. IMPLICATIONS

- Staffing/Resources –

Recommendation 1 will result in the temporary appointment of a member of staff to facilitate the development of the Customer Contact Centre

- Financial –

There are no on-going budget consequences if these recommendations are approved.

- Legal –

- Corporate –

Recommendation 1 will assist in the Council achieving one of its “must do” priorities.

- Risk Management –

Recommendation 2, will reduce the risk to the Councils computer and information services by adding extra resilience in the computer room in event of any power outage.

- Equality Issues –

N/A

- Environmental –

N/A

- Crime and Disorder –

N/A

